

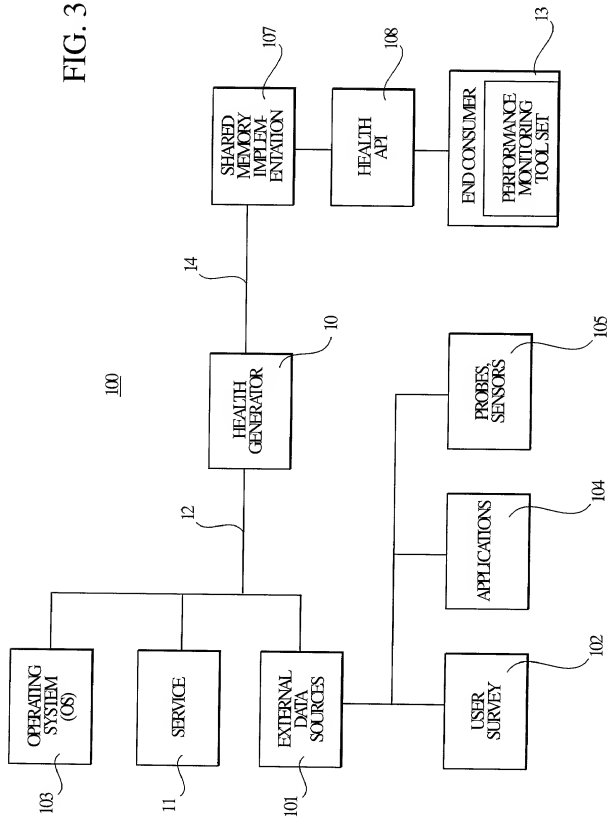
FIG.1

A diagram showing eight rectangular boxes arranged in a 4x2 grid, all enclosed within a larger rectangular frame. The boxes contain the following text:

- Top-left: AVAILABILITY
- Top-right: QUEUE LENGTH
- Second row, left: CAPABILITY
- Second row, right: UTILIZATION
- Third row, left: THROUGHPUT
- Third row, right: SERVICE LEVEL VIOLATIONS
- Bottom-left: SERVICE TIME
- Bottom-right: USER SATISFACTION

Below the grid, centered, is the text "HEALTH DATA". A curved line extends from the bottom right corner of the frame towards the page number "14" at the bottom center.

14



00048713-000301
100000-01281860

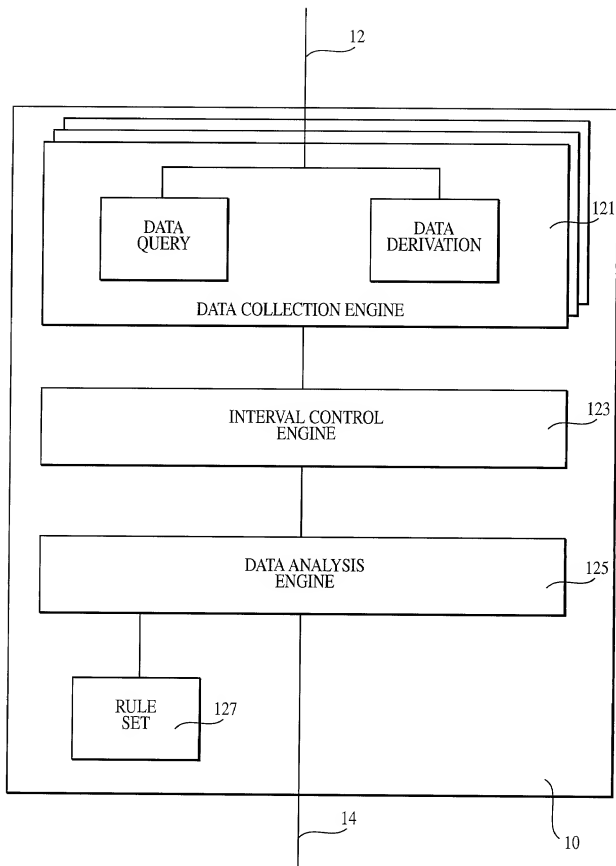


FIG. 4

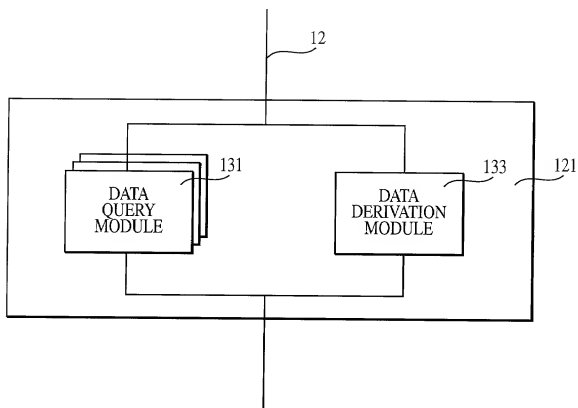
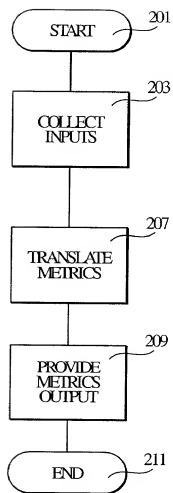


FIG. 5



200

FIG.6